

Report Title: Incident General Services Administration Federal Service Desk Details
Run Date and Time: 2022-06-29 17:24:13 Eastern Daylight Time
Run by: M Eaton PM
Table name: u_incident_gsafsd

Incident General Services Administration Federal Service Desk

| | | | |
|-------------------------------|----------------------------------|-------------------------|---|
| Number: | INC-GSAFSD6286357 | Program: | General Services Administration Federal Service Desk |
| Affected User: | (b) (6) | Shared Services: | Service Desk |
| Reported by: | (b) (6) | Channel: | SAM.gov |
| Agency ID: | | Special Projects: | None |
| Opened: | 2022-06-02 12:18:47 | State: | Closed |
| Opened by: | GSAFSD SAM API Incident | On hold reason: | |
| System Name: | system name for Award Management | Assignment group: | GSAFSD - Tier 2 - EVS Technical |
| Notarized Letter Tracking: | | Assigned to: | Maria Pisani |
| Issue Type: | EVS - Inquiry | Incorrect Escalation: | false |
| Issue type 2: | | DUNS / AAC / DoDAAC: | |
| Issue type 3: | | Unique Entity ID: | (b) (6) |
| Issue types combined: | EVS - Inquiry | Role: | |
| Business Type: | | Name of Exclusion: | |
| Cage Code: | | Notice #: | |
| Contract ID: | | Legacy Incident Number: | |
| Number of Management Reviews: | 2 | Watchlist Record: | false |

Short description:

Multiple Validation Matches Found Reference Number: 803e8f94-65f6-4a76-8976-3637aeebff04

Description:

The entity address reflected in search result is NOT correct for Competitive Range Solutions, LLC. The ADDRESS that is reflected in the search results OMITTS the floor, FL17. The FLOOR NUMBER MUST be included in the search results in order for DLA to process. I am unable to revise the address to include the FLOOR and need support to have this address updated to read exactly as follows:

20 W Kinzie St Fl 17
Chicago, IL 60654

Notes

Watch list:

Work notes list:

Additional comments:

2022-06-16 17:26:32 - Maria Pisani (Additional comments)

Hello, we have updated your entity to reflect the following . Please allow up to 24 hours for this to reflect in your searches.

COMPETITIVE RANGE SOLUTIONS LLC
20 W KINZIE ST, FL 17
60654-6393 CHICAGO, IL
United States of America

Thank you,

EVS Help Desk

2022-06-16 13:56:49 - Alex Borrego (Additional comments)
Knowledge article KB0055146: Tier 1 - Status Update for Incidents

2022-06-16 13:40:45 - (b) (6) (Additional comments)
Technologies Refreshment and Implementation (TRI)-Global Solutions Management (GSM):HC102822D0001

2022-06-16 13:39:55 - (b) (6) (Additional comments)
Please note the following contract is being impacted. The contract is a contract supporting critical systems across the DoD with real world impacts. Please attend to this ticket asap, there are real consequences and impacts and no one has contacted me to discuss this matter or has provided me a reasonable means of escalation.

2022-06-16 13:23:46 - (b) (6) (Additional comments)
FSD's inability to timely process this request is crippling my business and may lead to our insolvency. We NEED ASSISTANCE!!!! Please someone REVIEW AND UPDATE our ADDRESS TODAY....please. WE have millions in rejected invoices.

2022-06-16 13:21:40 - (b) (6) (Additional comments)
Entity Name: Competitive Range Solutions LLC
Entity Street Address (PHYSICAL ADDRESS): 20 W Kinzie St. FL17
Entity City:Chicago
Entity State:IL
Entity Zip:60654

Name of Attachment which evidences information above: (b) (6) Bank Statement.pdf

2022-06-16 13:21:18 - (b) (6) (Additional comments)
Please update my address as noted in the bank statement that has been provided. Please respond.

2022-06-15 13:17:08 - (b) (6) (Additional comments)
Hello please advise of status.

2022-06-15 03:38:43 - (b) (6) (Additional comments)
Hello providing the information requested again below. If you could please review and update today would be most appreciated, the resolution of this ticket is critical. Please help. Our business is frozen until this matter is resolved. We are not able to receive payment from the Government on any invoices remitted. Please help.

2022-06-15 03:37:02 - (b) (6) (Additional comments)
Entity Name: Competitive Range Solutions LLC
Entity Street Address (PHYSICAL ADDRESS): 20 W Kinzie St. FL17
Entity City:Chicago
Entity State:IL
Entity Zip:60654

Name of Attachment which evidences information above: (b) (6) Bank Statement.pdf

2022-06-14 11:30:03 - Kyisha Robinson (Additional comments)
Knowledge article KB0017853: How do I check the status of my active incidents in the FSD.gov portal?

2022-06-14 11:12:36 - (b) (6) (Additional comments)
We will not be able to pay our employees if FSD doesn't resolve this ticket, please help.

2022-06-14 11:12:15 - (b) (6) (Additional comments)
We continue to have invoices rejected, cant someone please look at this ticket.

2022-06-13 07:15:24 - (b) (6) (Additional comments)

Hello? Can FSD please provide status on this matter. We have millions of dollars in rejected invoices, please help.

2022-06-09 17:23:19 - (b) (6) (Additional comments)

All documents have been uploaded.

2022-06-09 15:46:43 - (b) (6) (Additional comments)

Bank statement is uploaded here and uploaded per instructions below.

2022-06-09 15:22:01 - (b) (6) (Additional comments)

Working on uploading what was requested now.

2022-06-09 15:19:08 - (b) (6) (Additional comments)

ENTITY ZIP: 60654

2022-06-09 15:18:55 - (b) (6) (Additional comments)

ENTITY STATE: ILLINOIS

2022-06-09 15:18:42 - (b) (6) (Additional comments)

ENTITY CITY: Chicago

2022-06-09 15:18:26 - (b) (6) (Additional comments)

ENTITY STREET ADDRESS: 20 W. Kinzie St. FL17

2022-06-09 15:17:25 - (b) (6) (Additional comments)

COMPETITIVE RANGE SOLUTIONS LLC

2022-06-09 13:11:57 - Elizabeth Hall - QD2CB-C (Additional comments)

Hello,

Thank you for opening a ticket with the EVS Help Desk. Prior to any further action, we will need you to confirm the following information in a response to this ticket as it was unclear based on the search history and documents provided. This information should be current and for the entity you are trying to register.

Entity Name:

Entity Street Address (PHYSICAL ADDRESS):

Entity City:

Entity State:

Entity Zip:

Name of Attachment which evidences information above:

Please respond to this ticket with that information and we will continue our validation process. Please see below for instructions on how to upload documentation to SAM.gov as well as acceptable documentation types for us to request an addition of your organization.

To upload documentation:

Login to SAM.gov

Within "Workspace" in the top navigation bar, use the "Entities" pane to locate the incident you have created.

Click the "+" to expand the incident and then click "View" to expand your ticket information.

Under "Supporting Attachments" click "Choose from folder" or drag your documentation here to upload it.

Acceptable documentation types:

Articles of Organization/Incorporation

Tax Returns/Filings

Certificate of Formation
Articles of Formation
Certificate of Organization
Utility Bills
Bank Statements
"Doing Business As" Documentation

Stock Ownership
Share Certificates
Employment Identification Number documentation
Tax ID Documents
Company Bylaws
Operating Agreements

Kindly respond to this email with any questions or concerns. Thank you.

EVS Help Desk

2022-06-09 11:16:13 - (b) (6) (Additional comments)
deleted an attachment

2022-06-08 11:36:44 - (b) (6) (Additional comments)
deleted an attachment

2022-06-08 10:27:27 - (b) (6) (Additional comments)
deleted an attachment

2022-06-08 10:25:48 - (b) (6) (Additional comments)
deleted an attachment

2022-06-07 13:20:06 - (b) (6) (Additional comments)
deleted an attachment

2022-06-07 11:22:22 - (b) (6) (Additional comments)
Is anyone monitoring this system?

2022-06-07 11:22:10 - (b) (6) (Additional comments)
All of my invoices are being rejected. Please help!!!

2022-06-06 14:12:25 - (b) (6) (Additional comments)
Please note we have a 400M prime contract and this issue has not been resolved after many calls. Please help correct address so that I can update my entity status. Currently NOT active. Please help!!

2022-06-06 14:10:26 - (b) (6) (Additional comments)
Hello please note that when updating my company profile the address results that appear do NOT accurately reflect address. In the past an address mismatch would be resolved by going to dun and bradstreet site. Under the new systems, the address is only partly correct and am unable to update. The FLOOR number needs to be added to the company address. Correct address is 20 W. Kinzie St. FL17 Chicago IL 60654. The current address is not correct and results on DLA rejecting the registration. Please help.

Work notes:

2022-06-16 17:26:32 - Maria Pisani (Work notes)

Entity updated

2022-06-16 13:56:49 - Alex Borrego (Work notes)

Status Check #5

Unique Entity ID:

(b) (6)

- User states his business is being severely impacted by the delay
- Advised user the ticket is in progress and technician is assigned to the ticket
- Verified bank statement user submitted is acceptable form of documentation
- Please note the User's contract is being impacted. The contract is a contract supporting critical systems across the DoD with real world impacts.
- 2.5 million dollars in rejected invoice from contracting office due to the inactive status of registration and validation delay.

2022-06-14 11:33:45 - Kyisha Robinson (Work notes)

Entity Name: COMPETITIVE RANGE SOLUTIONS, LLC

Entity Street Address (PHYSICAL ADDRESS): 20 W Kinzie ST FL 17

Entity City: Chicago

Entity State: Illinois

Entity Zip: 60654-6393, United States

2022-06-14 11:30:03 - Kyisha Robinson (Work notes)

-escalated for manager review.

SAM ID: (b) (6)

Issue: User needs an update on his ticket.

Troubleshooting:

Ticket is currently pending with an EVS technician.

Once documents are reviewed, user will receive an email directly.

-User states he is unable to pay employees and \$480 million contract is being rejected that will cause him to become bankrupt..

-Escalating per user request.

2022-06-09 13:11:57 - Elizabeth Hall - QD2CB-C (Work notes)

06/09/2022UEI Unacceptable Documentation - Batch 12 - 20220609

MRWS-UEI PROCESS

2022-06-07 13:12:57 - Alicia Dotson (Work notes)

User called in for status of the incident created.INC-GSAFSD6313790

2022-06-06 16:36:14 - Deaquanesha Russell (Work notes)

CALLED IN TO GET A UPDATE ON TICKET Due to high demand, entity legal business name and address validation tickets are taking longer than expected to process. We are working on tickets in the order received. You can find resources related to this process here. Please do not create multiple incidents for the same request.ADVISED EU TICKET HAS BEEN IN THE SYSTEM SINCE THE 3RD WE CAN NOT MAKE IT A HIGHER STATUS , EU STATED HE RECORDED THE CALL

Related Records

Parent Incident:

Problem:

Incident Alert:

Change Request:

Caused by Change:

Resolution Information

| | | | |
|--------------------|-------------------------------|---------------|---------------------|
| Knowledge: | false | Resolved by: | Maria Pisani |
| Resolution code: | Solved Remotely (Permanently) | Resolved: | 2022-06-16 17:26:31 |
| Accepted/Rejected: | | Resubmission: | |

Resolution notes:

Entity updated

Notarized Letter

| | | | |
|-----------------------------|-------|-------------------------------------|-------|
| Entities Covered: | | Entity Administrator Full Name: | |
| Entity DUNS Number: | | Entity Administrator Phone Number: | |
| Entity Legal Business Name: | | Entity Administrator Email Address: | |
| Entity Physical Address: | | Account Administration Preference: | |
| Attestation-Signed: | false | Has the form been notarized?: | false |
| Received Date Time: | | NL Physical Address: | |
| Company Letter Head: | | NL Email Address: | |
| Authorized Signature: | | NL Phone Number: | |
| NL DUNS Number: | | Notarized Letter Template: | |
| NL Legal Business Name: | | Third Party Clause: | |
| NL Legal Business Address: | | Notary Seal or Stamp: | |
| New Administrator Name: | | Notary Signature: | |
| SAM DUNS Number: | | Box Number: | |
| SAM Legal Business Name: | | Notarized Flag: | |
| SAM Physical Address: | | Doc ID: | |
| Entity Administrator Name: | | ES Receipt Date: | |
| Entity Administrator Email: | | Image Name: | |

Related List Title: Virtual Agent Communication History List

Table name: u_virtual_agent_communication_history

Query Condition: Incident = INC-GSAFSD6286357

Sort Order: in descending order

None